

## CLAIM OR CLAIMS

I/WE CLAIM:

1. A method of operating a relay system using a call assistant to facilitate communication between a hearing user and an assisted user by telephone comprising the steps of  
transmitting the voice of the hearing user when speaking to the ear of the call assistant;  
the call assistant speaking in voice the same words that the call assistant hears spoken by the hearing user into a microphone connected to a digital computer;  
the digital computer using voice recognition computer software trained to the voice of the call assistant to translate the words of the voice spoken by the call assistant into a digital text message stream containing the words spoken by the call assistant;  
transmitting both the digital text message stream and the voice of the hearing user by telephone connection to the assisted user;  
displaying the digital text message stream to a captioned telephone display device within sight of the assisted person; and  
transmitting the voice of the hearing user to the assisted user.
2. A relay to facilitate communications between an hearing user and an assisted user, the relay operated by a call assistant, the relay comprising  
a speaker connected to receive voice communications from the hearing user and to transmit that voice to the ear of the call assistant;  
a microphone connected to pick up the voice of the call assistant;  
a digital computer connected to the microphone, the computer programmed to use a voice recognition computer software package to translate the words spoken by the call assistant into a digital text stream; and  
a telephonic connection to transmit both the digital text stream and the voice of the hearing user over a telephonic connection to the location of the assisted user.